

PERFORMANCE WORK STATEMENT

NAVAL SAFETY AND ENVIRONMENTAL TRAINING CENTER

PROFESSIONAL DEVELOPMENT SYMPOSIUM (PDS)

1. GENERAL:

This is a non-personal services contract to provide information technology support services, specifically, Web Conferencing services, capabilities and support.

1.1 Description of Services/Introduction:

Naval Safety and Environmental Training Center (NAVSAFENVTRACEN) requires contractor services to deliver a 5-day symposium via Web Conferencing to a geographically dispersed audience of up to 2800 registrants utilizing between 15 and 25 different virtual meeting rooms with up to 1500 concurrent users. Presenters/lecturers delivering individual presentations/seminars/lectures are also geographically dispersed. NAVSAFENVTRACEN requires the presentations (courses/seminars/lectures, etc.) to be recorded and available for re-play directly from a portal or web-site for 175 days following the conclusion of the symposium.

1.2 Background:

The NAVSAFENVTRACEN hosts an annual professional development symposium to communicate safety and environmental related information to a world-wide audience. NAVSAFENVTRACEN provides joint service Safety and Occupational Health, Environmental, Energy, Radioactive Affairs Support Program, and Industrial Hygiene continuing education to meet individual training requirements and maintain individual professional certifications. Due to the large and geographically dispersed audience, the ideal medium for providing this continuing education is Web Conferencing. During the symposium military and civilian leaders and attendees collaborate to improve sustainable mitigation strategies that reduce avoidable injuries and property damage across the military and government civilian force.

1.3 Objective:

The objective of the symposium is to distribute and share knowledge to a large and geographically dispersed audience, and to provide a means to re-play the presentations/lectures/seminars and/or download the related training materials (MS PowerPoint files, MS Word files, etc.) on demand.

1.4 Scope:

The government requires a Web Conferencing tool and related web site/portal which permits attendee registration, multiple virtual meeting rooms operating simultaneously; file sharing, lecturer/presenter-attendee real-time interaction, and recording capability for subsequent video

file posting and sharing (list of requirements not all inclusive). Further, the government requires a web portal/site which provides URL links for registered attendees to enter virtual meeting rooms and/or re-play previously recorded seminars/courses and download related files (ex., MS PowerPoint slide presentation). The Web Conferencing tool must be capable of supporting licenses which allow peak limit of 1500 concurrent user licenses in up to 25 virtual meeting rooms without interruption (examples of interruption include: system crashes, screen pixelating, screen freezing, and the need to log out and then log back in). The contractor must provide rapid response (1 hour response time) to any interruptions during the 5 day Symposium, and repair all interruptions with-in the 1 hour response time. The accuracy and posting of the content on the web site is the responsibility of the Contractor. The government may provide recommendations on the website content to which the contractor will respond; however, the contractor is responsible for preparing, reviewing and efficiently posting the content on the web site. The Department of Defense's Defense Collaboration Service (DCS) application, run by the Defense Information Systems Agency, is similar to the service being sought.

1.5 Period of Performance:

In the Base Year commencing on September 9, 2015 with four (4) additional option years, it is estimated that one (1) symposium may be needed in each year. Requirements may fluctuate from year to year depending on the anticipated attendees demand for this training and available funding. Training schedules are planned on a year to year basis and the contractor will be notified at least sixty (60) days prior to the beginning of each fiscal year as to the date of when the symposium will be held.

1.6 General Information

1.6.1 Quality Control/Assurance

The contractor is responsible for ensuring the requirements as stated in this Performance Work Statement are delivered on-time and meet the quality standards stated in section 1.4.

1.6.2 Hours of Operation

During the execution of the actual symposium, March 14-18, 2016, presentations and lectures will be given during the hours of 0800 to 2200 Eastern Standard Time. The site for registration, file uploading, file sharing and video file play back shall be available 24 hours per day, 7 days per week (with the exception of limited (once per month) 'down' periods of a short duration (not more than 24 hours) for system/site maintenance).

1.6.3 Type of Contract

The government intends to award a firm-fixed price (FFP) contract for this effort.

1.6.4 Payment

The contractor must submit an invoice for payment via Wide Area Work Flow system, (WAWF) no later than 30 days after the conclusion of the symposium. The symposium is anticipated to close at 2200 on 14 March 2016.

1.6.5 Security Requirements

Only registered attendees may participate in the symposium and have access to recordings and symposium-related files.

1.6.6 Government Point of Contact

The government's point of contact for this effort is:

Mr. Sheldon Griffin
NAVSAFENVTRACEN
9080 Breezy Point Crescent
Norfolk, VA 23511-3392
(757) 445-8778 x344

1.6.7 Contractor Travel

No contractor travel requirements are anticipated.

1.6.8 Data Rights

The government has unlimited rights to all training-related files uploaded by presenters/lecturers to the Web Conferencing tool as well as all recordings made during the execution of the symposium.

2. DEFINITIONS AND ACRONYMS

2.1 DCO: Defense Connect Online

2.2 Home page: The main or first page of a Web site, typically with hyperlinks to the other pages.

2.3 Symposium: A meeting for the discussion of some subject, especially a meeting at which several speakers talk on or discuss a topic before an audience

2.4 System Maintenance: Maintenance is all work necessary to assure the continued function of the system at optimum performance levels, including but not limited to such items as updating the system with base provided content, updating regulatory information, changes to basic reports, additions of new user provided content that doesn't require programming; debugging of the program, etc. It also includes database management and data clean-up.

2.5 Web browser: A **web browser** is a [software application](#) that enables a user to display and interact with text, images, and other information typically located on a [web page](#) at a [website](#) on the [World Wide Web](#) or a local area network. Text and images on a web page can contain [hyperlinks](#) to other web pages at the same or different website. Web browsers allow a user too quickly and easily access information provided on many web pages at many websites by traversing these links. Web browsers format [HTML](#) information for display, so the appearance of a web page may differ between browsers.

2.6 Web Conferencing: provides live audio-video communications between two or more locations to conduct meetings, training, or presentations via the internet. In a web conference, it is common for each participant to sit at their own computer and connect to the web conference via the Internet and a phone or VOIP (which uses the Internet for real time audio communication and eliminates the need for a telephone).

3. Specific Tasks

NAVSAFENVTRACEN requires a virtual Defense Collaboration Service DCS-like environment to conduct the 24th Annual Joint Safety and Environmental Professional Developmental Symposium. The Contractor shall provide all labor, materials, equipment, technical know-how and management support services necessary to deliver a web-based virtual professional development symposium to registered attendees located throughout the world as described in this Performance Work Statement and the task listed below.,

3.1 The Contractor shall provide:

3.1.1 A customized “home page” which incorporates design recommendations from the NAVSAFENVTRACEN. The contractor will coordinate with the NAVSAFENVTRACEN point of contact listed in paragraph 1.6.6 to coordinate the content for the 24th Annual Navy Safety and Environmental Training Centers Professional Development Symposium home page. The customization may include, but not limited to, links to local Standard Operating Procedures, photographs, and videos from the Safety and Occupational Health, Energy Management, Industrial Hygiene, Radiological Affairs Support Program, and Environmental Protection.

3.1.2 Site maintenance and subscription service. A cloud-based environment and services to support a Web Conference capable of supporting up to 1500 concurrent geographically dispersed users shall be available NLT 30 December 2015.

3.1.3 The Web Conference must support up to 25 concurrently running meeting rooms with moderator controlled access. Rooms must support static and dynamic presentation, file sharing, chat, real time/live streaming video/audio, Interactive Whiteboard, polling questions and recording functionality. Additionally, the environment must support creation of custom URLs for room names for each individual event. The room moderators shall have the ability: 1) elevate attendees to presenter host-level roles; 2) make a room accessible to all registered attendees; and 3) restrict a room to only certain registered attendees.

3.1.4 Universal voice telephony integration, connecting toll free conference lines to each

room. Conference lines will be used by speakers, moderators and VIPs. Attendees will hear the audio over Voice over Internet Protocol (VOIP).

3.1.5 An integrated interactive agenda function that includes the symposium schedule of events (courses/seminars/lectures, etc.) and speaker information, logos, user registration, reporting, and graphics. This functionality must be available to registered users nine weeks prior and four weeks after the event.

3.1.6 Symposium attendees must be able to register for the event NLT 15 February 2016, and within a 5 minute timeframe. The registration portal must be easy to use and request only the minimum information required to register. The registration portal must provide feedback to the registrant via a message such as “Registration Successful” or “You Are Registered” following the successful completion of the registration process. In order to register for the symposium, users must provide the following information (all fill-ins):

- a. Name
- b. Location (city, state, country)
- c. Service
- d. Email address
- e. Pay grade
- f. Status (military, civilian, contractor or other DOD)

3.1.7 Six weeks of full access to the portal/web-site prior to actual symposium event (14-18 March 2016) for NAVSAFENVTRACEN staff, event speakers, and moderator preparation, including uploading of files, rehearsals, and full function testing.

3.1.8 The web site, web portal and Web Conferencing tool appearance shall be similar in function to Defense Collaboration Services.

3.1.9 One week (5 business days) of fully supported Professional Development Symposium execution (See 1.4 Scope) . The symposium will be held 14-18 March, 2016 from 0800 to 2200 Eastern Standard Time daily.

3.1.10 Continuing Education Units (CEUs): The Contractor shall provide and post each virtual room with a Continuing Education Unit (CEU) form with topic title and speakers name that can be easily posted or activated by the room moderator following the conclusion of the course/seminar/lecture. The CEU form shall not be available for download until after an individual attendee has submitted the post-course polling questions (See 3.1.15). CEU form(s) will be provided by the point of contact identified in paragraph 1.6.6.

3.1.11 Reports. NAVSAFENVTRACEN personnel require functionality to generate on demand symposium-related reports. Capability to generate reports shall be available for 6 weeks following the conclusion of the symposium. Data on individuals who view pre-recorded courses/seminars/lectures or download associated files will not be collected, reported or analyzed.

- a. Registration Report. Reports shall be able to be organized by name or command, and should include all other information required for registration.
- b. Attendee Management Report. Report data will include, at a minimum, basic registrant information (see 3.1.6), courses/seminars/lectures attended (title and/or identification number) and the times the attendee entered and exited the virtual meeting room(s).
- c. Attendance Report. Report will provide the number of attendees at a given presentation (course, seminar, lecture, etc.) and list the attendees by name, location, pay grade and email address.
- d. Polling results summaries for each individual presentation (see paragraph 3.1.15).

3.1.12 The Contractor shall provide, if needed as determined by NAVSAFENVTRACEN, virtual initial hands-on training for the NAVSAFENVTRACEN personnel who will serve as room moderators (15 to 20 personnel). The contractor will provide support and consultation services, either in person or virtually, to assist NAVSAFENVTRACEN staff, moderators, and presenters/lecturers in preparation of event execution.

3.1.13 The Contractor shall provide a roadmap to event execution to the POC identified in paragraph 1.6.6 not more than 21 days after contract award. The roadmap should include major milestones necessary for a successful symposium with anticipated dates and identify significant post-symposium events and timelines.

3.1.14 The Contractor shall maintain the content on the web-site/portal such that the recorded presentations can be viewed and any files associated with the presentations (ex. MS PowerPoint files, MS Word files) can be downloaded at any time for the remainder of the period of performance. The content shall be kept up-to-date by the additional posting of any files provided by NAVSAFENVTRACEN in order to provide up-to-date and accurate information related to State and Federal laws and regulations. Any files provided by NAVSAFENVTRACEN must be available for access through the web-site/portal within 7 days of the file being received by the contractor.

3.1.15 The contractor shall include functionality for each live presentation which permits individual users to complete pre-session, during session, and post-session polling questions, displayed similar to a 'pop-up' advertisement. The polling questions must be completed to access the CEU form. The results of the polling for each course shall be summarized in the report identified in 3.1.11.d. The government will provide the polling questions to the contractor not later than 30 days after contract award.

3.1.16 The contractor shall complete the follow task with in the time allotted:

- Customized home page NLT 15 November 2015
- A cloud-based environment and services to support a Web Conference NLT 30 December 2015
- Interactive rooms built for moderators and speakers to conduct training and rehearsal NLT 30 January 2016

- The web portal shall be available for attendee registration and lecturer/presenter file uploading by February 15, 2016.
- The symposium shall be held March 14-18, 2016.
- Files uploaded in support of courses/seminars/lectures and subsequent informational files shall be available for download and recordings of the courses/seminars/lectures shall be available for replay through a contractor-hosted and supported web site/portal starting 25 March 2016 and ending March 14, 2017.

Enterprise Contractor Manpower Reporting Application (ECMRA)

The contractor shall report contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site.

Contracted services excluded from reporting are based on Product Service Codes (PSCs). The excluded PSCs are:

- (1) W, Lease/Rental of Equipment;
- (2) X, Lease/Rental of Facilities;
- (3) Y, Construction of Structures and Facilities;
- (4) S, Utilities ONLY;
- (5) V, Freight and Shipping ONLY.

The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at

<https://doncmra.nmci.navy.mil>.